READING AND UNDERSTANDING YOUR CITY OF TAYLOR UTILITY BILL

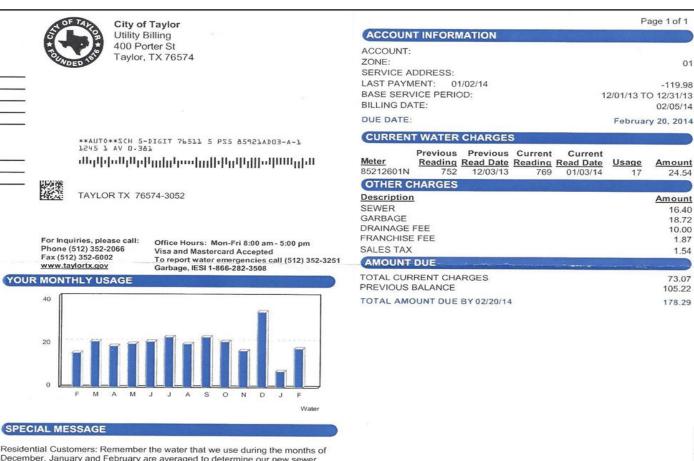


City of Taylor—Utility Billing 400 Porter Street Taylor, Texas 76574

> Phone—512-352-2066 Fax—512-352-6002

Email—Billing@taylortx.gov

This is what your City of Taylor Utility Bill will look like. Over the next few slides we will show you how to read your bill, as well as how to calculate your bill. Please remember, this is a bill for a standard, residential account. Rates for homes with larger meters and commercial accounts are different. This bill is used solely for example purposes.



December, January and February are averaged to determine our new sewer rate. Save money by conserving water!

> Any previous balance shown is past due and the account is subject to disconnection without further notice, unless payment arrangements have been made. Remit payment for any past due balance immediately. Please verify your bill each month.

Payment

DUE DATE:

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT AND MAKE YOUR CHECK PAYABLE TO THE CIT

Coupon

ACCOUNT INFORMATION

ACCOUNT: ZONE: SERVICE ADDRESS: SERVICE PERIOD:

12/01/13 TO 12/31/13

February 20, 2014

01

TAYLOR TX 76574-3052

\$3 PROCESSING FEE WILL APPLY (Check One) MasterCard □ Visa ACCOUNT NUMBER EXP DATE AME ON CARD ZIP CODE IGNATI RE



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CITY OF TAYLOR 400 PORTER ST TAYLOR TX 76574

180060060000178290000185449

The ACCOUNT INFORMATION box shows the:

- Account Number
- Zone
- Service Address
- Last Payment Date
- Last Payment Amount
- Base Service Period
- Billing Date
- Due Date

Page 1 of 1

ACCOUNT INFORMATION

ACCOUNT:

ZONE: 01

SERVICE ADDRESS:

LAST PAYMENT: 01/02/14 -119.98

BASE SERVICE PERIOD: 12/01/13 TO 12/31/13

BILLING DATE: 02/05/14

DUE DATE: February 20, 2014

The CURRENT WATER CHARGES box shows the:

- Meter Number
- Previous Read
- Previous Read Date
- Current Reading
- Current Read Date
- Usage (Current Read less Previous Read gives you the usage for the billing cycle)
- Amount (charge for water during the bill cycle)

Please see "How to Calculate your Residential Water Charge" on page 7.

CURRENT WATER CHARGES Previous Previous Current Current Meter Reading Read Date Reading Read Date Usage Amount 752 12/03/13 769 01/03/14 17 24 54

The OTHER CHARGES box shows other charges included in your bill, such as:

- Sewer
- Garbage
- Drainage Fee
- Franchise Fee
- Sales Tax

OTHER CHARGES		
Description	Amount	
SEWER	16.40	
GARBAGE	18.72	
DRAINAGE FEE	10.00	
FRANCHISE FEE	1.87	
SALES TAX	1.54	

- Sewer Rate—Please see "How to Calculate your Residential Sewer Charge" on Page 8.
- Garbage—Depends on the number of carts you have at your residence. City Ordinance requires all residential properties to have at least ONE trash cart.
- Drainage Fee—All Residential customers pay a drainage fee of \$2.00 per month (based on average residence being 2,500 sq. ft.). Commercial customers pay fee of \$2 per 2,500 sq. ft. of impervious cover.
- Franchise Fee—10% of the garbage rate.
- Sales Tax—8.25% tax on Garbage only.

The AMOUNT DUE box shows the:

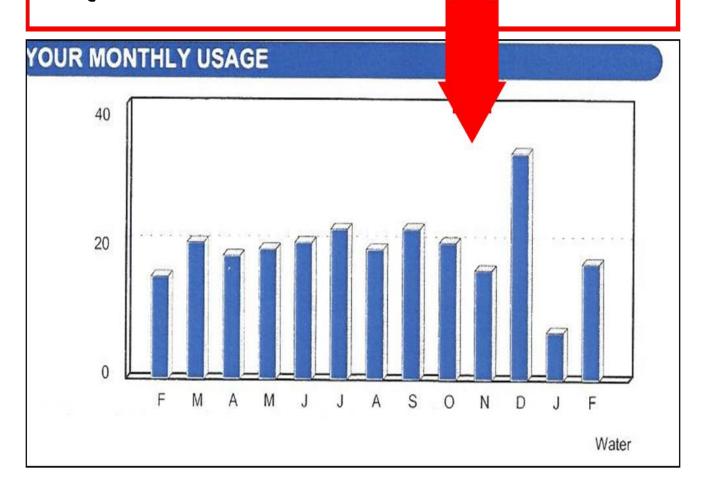
- Total Current Charges
- Any Previous Balance
- TOTAL Amount Due
- Due Date

Please note, payment is due by 5:00 p.m. ON the DUE DATE. If the due date falls on a weekend or holiday, you will have until 5:00 the first business day following the due date to make payment with no additional penalties.

Please also note that if your bill shows a previous balance and you have made a recent payment, your payment was probably made AFTER we processed the bills. Please feel free to contact us for an accurate balance due.

AMOUNT DUE	
TOTAL CURRENT CHARGES PREVIOUS BALANCE	73.07 105.22
TOTAL AMOUNT DUE BY 02/20/14	178.29

The YOUR MONTHLY USAGE shows your monthly usage for the past 12 months in graph form so that you can visually see increases/decreases in usage.

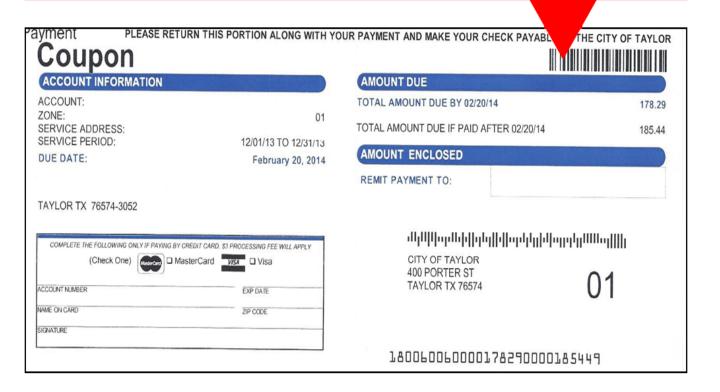


The PAYMENT COUPON

This is the portion of your bill you remit with payment. You can mail your payment, pay online, pay by phone, auto-bank draft, come through our drive-thru or put payment in our after hours drop box located on the right side of the north sliding doors at City Hall, 400 Porter.

Please note that credit card payments are charged a \$3.00 convenience fee

PLEASE DO NOT PUT CASH IN THE AFTER HOURS DROP BOX.



HOW TO CALCULATE YOUR RESIDENTIAL WATER CHARGE

The minimum charge for residential $5/8" \times 3/4"$ water is \$24.54, which includes the first 2,000 gallons of usage. You are billed for ACTUAL usage each month.

Example— (Using the example bill shown on page 2).

The usage on this account was 17, or 1,700 gallons.

Usage in gallons 1,700

Less 2.000 Included in base rate -2,000

Total Less than 2,000

Calculate $0 \times 5.01 =$ 0.00

+ Minimum Base Rate 24.54

\$24.54 is the water charge this month.

This account would only be charged the minimum of \$24.54 for water.

Say that the usage showed 53 (5,300 gallons). You would calculate as follows:

Usage in gallons 5,300 Less 2,000 Included in base rate -2,000

3,300 Usage Total

Calculate 3.3 x 5.01 = 16.53

+ Minimum Base Rate 24.54

\$41.07 is the water charge this month.

HOW TO CALCULATE YOUR RESIDENTIAL SEWER CHARGE

The Sewer Rate for new Residential customers is \$32.33 (Base Rate plus an average of 5,000 gallons usage). This rate will be the same, every month, until the account goes through the annual sewer averaging process.

5 000

Example—New Customer

Calculate $3.0 \times 5.31 =$

Ectimated Heade

Estillated Osage	5,000
Less 2,000 Included in base rate	<u>-2,000</u>
Total	3,000 Usage

15.93

The Sewer Rate for existing Residential customers, that have had service during the three consecutive months of December, January and February, will be averaged based upon the usage of those months. This rate will remain in effect until the next annual sewer averaging period.

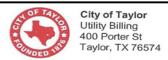
Example -

_		
January Usage—	55	
February Usage—	32	
The average of the 3	3 months i	s 43.

December Usage— 42

Usage	4,300
Less 2,000 Included in base rate	<u>-2,000</u>
Total	2,300 Usage

This is what your LATE NOTICE will look like. If payment is not received by 5:00 p.m. on the due date shown on your bill, your account will be charged a 10% late fee and the notice below will be automatically generated and mailed to you.



**SINGLE-PIECE 1 ZGL 859218422-A-1

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TAYLOR TX 76574-3052

For Inquiries, please call Phone (512) 352-2066 Fax (512) 352-6002 www.taylortx.gov Office Hours: Mon-Fri 8:00 am - 5:00 pm Visa and Mastercard Accepted To report water emergencies call (512) 352-3251 Garbage, IESI 1-866-282-3508

Late Notice ACCOUNT INFORMATION ACCOUNT: SERVICE ADDRESS: BILLING DATE: 01/22/2014 DISCONNECTION DATE: 02/01/2014 AMOUNT DUE DUE DATE: 01/31/2014 TOTAL AMOUNT DUE: 80.22

Your bill is past due. It is possible this is an oversight. If your utility bill has been paid, please contact us to insure proper credit has been applied to your account.

> This notice does not extend the due date of an existing payment arrangement.

If your service is disconnected for nonpayment, you may be required to pay the entire balance on your account, a reconnection fee, and a new deposit before service can be restored.

In order to avoid a \$25 Administrative Fee and interruption of your water service, please pay the amount due BEFORE the disconnect date indicated. If our office is closed on your due date, utilize the drop box located to the right of our main entrance or make your payment online at www.taylortx.gov.

01/22/2014

02/01/2014

ayment

Please return this portion along with your payment. Make your check payable to City of Taylor.

Coupon

ACCOUNT INFORMATION

ACCOUNT: SERVICE ADDRESS: BILLING DATE:

DISCONNECTION DATE:

BILLED TO:

TAYLOR TX 76574-3052

(Check One)	☐ MasterCard
ACCOUNT NUMBER	EXP DATE
NAME ON CARD	ZIP CODE

AMOUNT DUE

TOTAL AMOUNT DUE:

AMOUNT ENCLOSED

REMIT PAYMENT TO:

դրույլիլինիկիուկակինիկիկինիոկորընկինինի CITY OF TAYLOR

400 PORTER ST TAYLOR TX 76574

7900P00F000009055000009055A

31BI042213PT50078 - 85921BA22.A.1.206.1.1.0.460

80.22

The LATE NOTICE shows your <u>DUE DATE</u> IS 01-31-2014, THE <u>DISCONNECT DATE</u> IS 2/1/2014. That means payment must be received <u>BEFORE CLOSE OF BUSINESS</u> ON 01-31-2014.

Late Notice

ACCOUNT INFORMATION

ACCOUNT:

SERVICE ADDRESS:

TOTAL AMOUNT DUE:

BILLING DATE:

01/22/2014

DISCONNECTION DATE:

02/01/2014

AMOUNT DUE

DUE DATE:

01/31/2014

80.22

The text in the middle of the page says "IN ORDER TO AVOID THE \$25 ADMINISTRATIVE FEE AND INTERRUPTION OF YOU WATER SERVICE, PLEASE PAY THE AMOUNT DUE <u>BEFORE</u> THE DISCONNECT DATE INDICATED"....

Your bill is past due. It is possible this is an oversight. If your utility bill has been paid, please us to insure proper credit has been applied to your account.

This notice does not extend the due date of an existing payment arrangement.

If your service is disconnected for nonpayment, you may be required to pay the entire balance on your account, a reconnection fee, and a new deposit before service can be restored.

In order to avoid a \$25 Administrative Fee and interruption of your water service, please pay the amount due <u>BEFORE</u> the disconnect date indicated. If our office is closed on your due date, utilize the drop box located to the right of our main entrance or make your payment online at www.taylortx.gov.

REMEMBER—THE \$25.00 ADMINISTRATIVE FEE IS CHARGED AUTOMATICALLY IF PAYMENT IS NOT RECEIVED BY CLOSE OF BUSINESS ON THE <u>DUE DATE</u>. THIS IS NOT A DISCONNECT FEE, IT IS AN ADMINISTRATIVE FEE AND WILL BE CHARGED WHETHER YOUR SERVICE IS DISCONNECTED OR NOT. YOUR ACCOUNT IS NOW SUBJECT TO DISCONNECTION.

THINGS TO REMEMBER:

If an account is disconnected for non-payment, payment must be made with cash, credit card or money order in order to restore service. <u>CHECKS WILL NOT BE ACCEPTED.</u>

Customers are responsible for the timely payment of their Utility Billing Account whether the bill is received or not. Utility bills are mailed to customers each month and are due according to the appropriate assigned billing cycle or zone. If you do not receive your utility bill please contact the Utility Billing Division as soon as possible.

Customers are responsible for the accuracy of their Utility Bill. If you find an error please contact the Utility Billing Division as soon as possible.

If not paid by the due date, a penalty of 10% of the unpaid balance is applied to the account. Full payment including penalty charge is due 10 days later. (See chart below).

Service will be disconnected if full payment is not received after the 10 day grace period and will include an administrative fee of \$25.00. This is NOT a disconnect fee, it is an administrative fee, and will be charged whether your service is disconnected or not.

To restore service the past due balance and all penalties/fees must be paid. After payment is received, service will be restored by the end of business day.

Services restored AFTER HOURS will be charged a \$50.00 after hours connection fee.

It is unlawful for any person or property owner to reconnect or attempt to reconnect service and is punishable by fine up to \$1000.00 and/or jail. If meters are found to be tampered with (locks cut, etc.) additional fees will be charged to the account.

If the due date falls on a date that the City of Taylor offices are closed (a weekend or holiday) you can still make your payment after hours by utilizing the night drop box at the Utility Billing office or via the website at www.taylortx.gov.

If the water service is currently off, it is the responsibility of the resident to make sure that all water sources inside and outside of the home are off at the time the water is turned on. If the water meter shows that a water source is on, it will be turned off to avoid any flooding. In the event this happens, there will be an additional return trip fee charged in the amount of \$20.00. The City of Taylor is not responsible for any damages caused by flooding due to the negligence of the resident.

Please keep meter box areas easily accessible to City Staff and free of debris/growth.

New accounts (not including transferred accounts) will be charged a rate based on 5,000 gallons per month usage until such time an average sewer rate is established.

The chart below shows where your account will fall in the 4-Zone Billing Schedule by the first two digits of your account number.

Accounts# begins with	New Billing Zone	Billed & Due Dates	Late Notice Mailed & Due <u>BY</u> Dates	If paid after dates be- low, a \$25 Admin. Fee will be Applied <u>ON</u> the
14, 15, 16, 17, 18, 23, 27, 29, 31	1	5th / 20th	21st / 30th	1st
06, 07, 12, 13, 24, 25, 30	2	12th / 27th	28th / 7th	8th
01, 02, 03, 04, 05, 09, 28, 32	3	19th / 3rd	4th / 14th	15th
08, 10, 11, 19, 20, 21, 22, 26	4	26th / 10th	11th / 21st	22nd

CITY OF TAYLOR UTILITY RATES

WATER RATES

METER SIZE	INITIAL CONSUMPTION	MINIMUM CHARGE	
5/8"x3/4"	First 2,000 gallons consumed in billing period	\$24.54	
1"	First 2,000 gallons consumed in billing period	\$33.79	
1-1/2"	First 2,000 gallons consumed in billing period	\$56.71	
2"	First 2,000 gallons consumed in billing period	\$84.33	
3"	First 2,000 gallons consumed in billing period	\$148.80	
4"	First 2,000 gallons consumed in billing period	\$240.89	
6"	First 2,000 gallons consumed in billing period	\$470.90	

Total charge includes monthly minimum plus a charge of \$5.01 per 1,000 gallons in excess of the 2,000 gallon minimum per billing period.

SEWER RATES

Residential wastewater charges are based on the average consumption of three consecutive months water usage during low use periods of previous year (December, January and February).

METER SIZE	INITIAL CONSUMPTION	MINIMUM CHARGE
5/8"-6"	First 2,000 gallons consumed in billing period	\$16.40

Total charge includes monthly minimum plus a charge of \$5.31 per 1,000 gallons in excess of the 2,000 gallon minimum per billing period.

Sewer rates for all multi-family dwellings, commercial and industrial accounts per connection include the total monthly minimum of \$16.40 plus \$5.31 per 1,000 gallons after the 2,000 gallon minimum per billing period.

New accounts (not including transferred accounts) will pay a base rate of \$32.33 for sewer until such time that they establish their own sewer rate through the averaging process.

SOLID WASTE COLLECTION (RESIDENTIAL)

CONTAINER/SIZE	BASE RATE	+ FRANCHISE FEE 10%	+SALES TAX (8.25%)	TOTAL MONTHLY FEE
Single 96 Gallon Cart	\$12.04	\$1.20	\$0.99	\$14.23
Each Additional Cart	\$3.91	\$0.39	\$0.32	\$4.62

READING AND UNDERSTANDING YOUR CITY OF TAYLOR WATER METER



City of Taylor—Utility Billing 400 Porter Street Taylor, Texas 76574

> Phone—512-352-2066 Fax—512-352-6002

Email—Billing@taylortx.gov

The City of Taylor currently has 2 types of meters—the Neptune R900 and the Neptune E-Coder R900. The meter below is a Neptune R900 meter, which has actual dials.



The dials below tell you what the read is. The current read for this customer would be 737. As water goes through the meter the dials will roll accordingly.



The little red triangle is a leak indicator. If this is spinning—the meter is telling you there is constant usage, and possibly a leak.



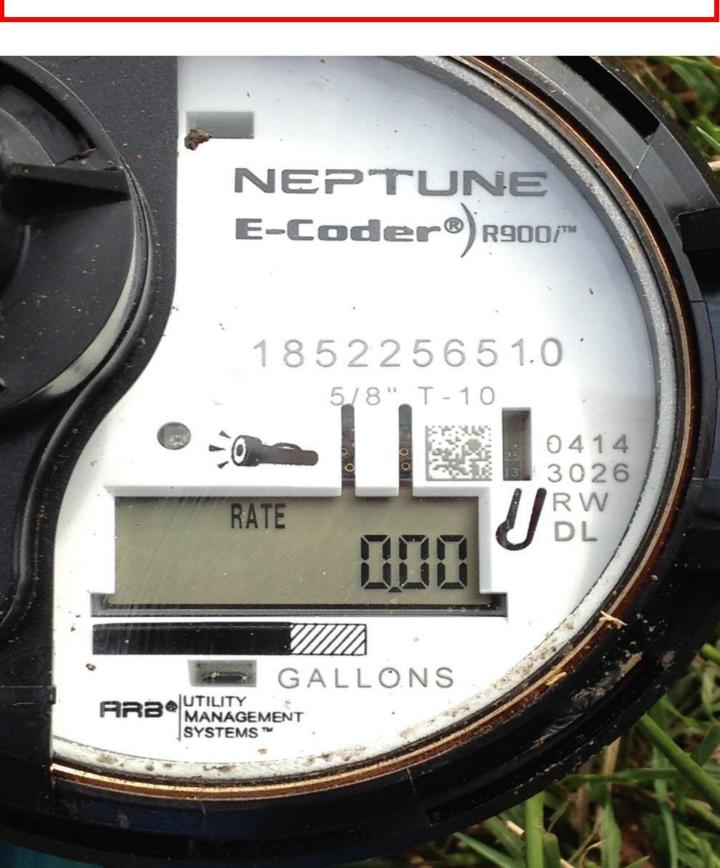
To see if you have a leak, turn off EVERYTHING in your home and then look at the meter. If the red triangle is rolling, there is still water going through the meter and it is leaking/flowing somewhere. This triangle will show even the slightest flow.

This is a Neptune E-Coder R900 meter, which is completely digital.

This meter flashes between 2 screens; the one shown below and the one on the next page. This screen shows the read. The read from this meter would be 4724.



This screen shows the flow rate. The flow rate is how much flow is actually going through the meter at any given time.



The little faucet that is dripping is the leak indicator. If this is showing above the digital read, the meter is telling you there is or has been constant usage, and you possibly have a leak.



To see if you have a leak, turn off EVERYTHING in your home and then look at the meter. If the flow rate screen is still showing usage, there is still water going through the meter and it is leaking/running somewhere.

Please remember -

- Both types of meters are read electronically. The only time a meter is read manually is if the responder is not sending a signal to our system, or if the consumption is higher than average.
- If the meter is showing usage and you believe you have a leak we cannot find it for you. You will have to contact a plumber to locate the leak.
- We do not guess what your read is each month. It is either digitally read or manually read, but <u>never</u> estimated.
- Just because you have a leak indicator on your meter, it does not necessarily mean there is a leak. It could be that someone is using water inside. If nothing is turned on, and you continue to get usage showing on the meter, chances are good that there is a leak somewhere.
- Check your toilets. A running toilet can add up quickly.
- Check your outside faucets.
- What can you do if you have a leak? Contact a plumber as soon as possible. While we cannot discount your bill for water lost during a leak, we can work with you by giving you an extended time to pay the bill.
- What can you do if you have a water leak during the sewer averaging months? Submit copies of repair bills along with a written request to adjust your sewer average for the next cycle due to the leak.